

**Internal / External Job Posting #2025-004**

<b>Position:</b>	IT Support Specialist	<b>Job Status:</b>	Permanent Full Time
<b>Required Shifts:</b>	Days	<b>Reports to:</b>	Director of IT and Innovation
<b>Hours of Work:</b>	1.0 FTE (37.5 Hours Weekly)	<b>Hourly Rate:</b>	\$34.14 - \$39.64
<b>Location:</b>	Hybrid (Based in Belleville)	<b>Union/Non-union:</b>	Non-Union
<b>Date Posted:</b>	January 17, 2025	<b>Closing Date:</b>	Open Until Filled

**About Us:**

The Canadian Mental Health Association Hastings Prince Edward (CMHA HPE) provides a wide range of services and programs to support individuals aged 16 and older in achieving their mental health and addiction recovery goals. Committed to promoting mental wellness and resilience, CMHA HPE offers crisis intervention, addiction services, and mental health support, ensuring everyone in the community has access to the resources they need to feel well. By fostering inclusive and supportive environments, CMHA HPE empowers individuals to lead fulfilling and healthy lives. For more information, visit [CMHA HPE](https://www.cmha-hpe.ca).

**Position Summary:**

The IT Support Specialist is responsible for providing a wide range of first-level technical support services for staff across the organization. This position involves a variety of tasks aimed at ensuring the smooth operation of our IT systems and the satisfaction of our staff. The successful candidate will be the first point of contact for all IT-related issues, providing timely and effective solutions to hardware, software, and network problems.

Key responsibilities include diagnosing and troubleshooting technical issues, installing and configuring computer systems, and assisting with network connectivity problems. The IT Support Specialist will also be responsible for setting up and managing user accounts, ensuring that all users have the required access and permissions to perform their roles effectively. Other duties will be assigned as necessary.

**Minimum Qualifications & Experience:**

- Bachelor's degree in computer sciences or information technology
- Three years' experience configuring and supporting LAN, WAN and wireless networks, servers and user desktop hardware and software
- Experience with Microsoft 365 (including Exchange)
- Experience with Windows-based servers
- Experience with Windows 10+ operating systems
- Experience with Mobile technology
- Industry certifications – ITIL, A+, N+ an asset
- Experience with Ontario Telemedicine Network an asset
- Strong analytic and troubleshooting skills by analyzing variables and applying appropriate solutions
- Excellent organizational and prioritization skills, along with the ability to multitask and meet deadlines in a fast-paced environment
- Excellent customer service, written and verbal communication skills with internal and external customers
- Excellent documentation skills
- Detail oriented with demonstrated editing and proof-reading skills
- Demonstrated problem-solving abilities
- Demonstrated practice of continuous learning
- Demonstrated proficiency in the use of Microsoft 365 applications, including Office, Azure, and PowerApps an asset
- Ability to travel throughout the South Eastern Ontario region
- Must possess a Driver's License and have regular access to a reliable vehicle and provide proof of adequate vehicle insurance
- Required to provide a satisfactory criminal record check (CRC) prior to hire
- Must possess a Driver's License and have regular access to a reliable vehicle and provide proof of adequate vehicle insurance

**BENEFITS AND PERKS:**

At the CMHA HPE, we prioritize the well-being and professional growth of our employees. We offer a comprehensive benefits package that includes health, dental, and vision insurance, a generous paid time off policy, and an employer-matched pension plan through HOOPP. Our team members enjoy flexible work arrangements to support a healthy work-life balance, ongoing professional development opportunities, and access to wellness programs and resources. Additionally, we provide a supportive and inclusive work environment that values diversity and fosters a culture of collaboration and respect. Join us and be part of a community dedicated to making a meaningful impact on mental health and well-being.

**HOW TO APPLY:**

Please submit a resume and cover letter quoting competition number 2025-004 to [careers@cmhahpe.ca](mailto:careers@cmhahpe.ca).

**ACCESSIBILITY STATEMENT:**

The Canadian Mental Health Association HPE is committed to creating an inclusive and accessible workplace for all employees. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), we strive to ensure that our recruitment and hiring processes are barrier-free and provide accommodations for candidates with disabilities. If you require an accommodation at any stage of the recruitment process, please inform us and we will work with you to meet your needs. We are dedicated to fostering an environment that respects and values the diversity of our team and the communities we serve.